

The SERVICE Route

*A Memorable Journey
Down the Road to Service Success*



FAMOUS
SMILES

QUALITY
WORK

GREAT
SERVICE

2009-2010
ANNUAL REPORT

MICHAEL K. JEANES
Clerk of the Superior Court - Maricopa County

"Success is a journey, not a destination." -Ben Sweetland



*A memorable journey
down the road to Service Success!*

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A Memorable Journey Down the Road to Service Success



MICHAEL K. JEANES
Clerk of the Superior Court
Maricopa County

As I look back on the road we traveled this past year, it is extremely satisfying to see that we were able to successfully provide another year of high quality customer service. This is especially significant because of the bumps and turns that came our way due to the continued economic downturn, reduced budget, decreased staff levels, limited resources, and growing workload, among other challenges. While we made preparations and were fully aware as we started this year's service journey that we, like most other government agencies, would encounter some obstacles along the way, it still wasn't the easiest road to travel—but, that is okay.

It is okay because no matter the condition of the road we were traveling on, our staff was keenly alert and greatly determined to make the necessary adjustments along the route to ensure the ride our customers experienced was very smooth and they got great smile-age.

I am proud of the way our staff jumped in where and when needed to keep the service route of our customers well-paved, well-marked, and well-maintained for ease of way.

In my mind, the challenges of the past year that we overcame made the journey down our service route more memorable and rewarding. We reached an even higher level of teamwork and innovation, and the scenery on the high road provides great views of our service successes.

As you view this annual report, you will see that it has a touch of yesteryear and contains a bit of the spirit of the famous "Route 66." Route 66 is perhaps the most well-known road ever built in our nation. It is still celebrated in festivals. Museums have been created to honor it. People today still have strong, fond memories of their experience on this road, and many people make efforts to return and travel the portions of the road that remain. Similarly, we desire that our customers have good memories when they travel on our road of service. We hope they have good feelings about their experience here, tell others about their pleasant journey, and enjoy any return visits.

We are very proud of our past. We desire to be remembered well by those who travel our service route, and we will work hard at building an even better road of service in the future.

Enjoy your trip through this year's annual report, "The Service Route."

Sincerely,

Michael K. Jeanes
Clerk of the Superior Court, Maricopa County



CLERK OF THE COURT:
LEADERSHIP DRIVE

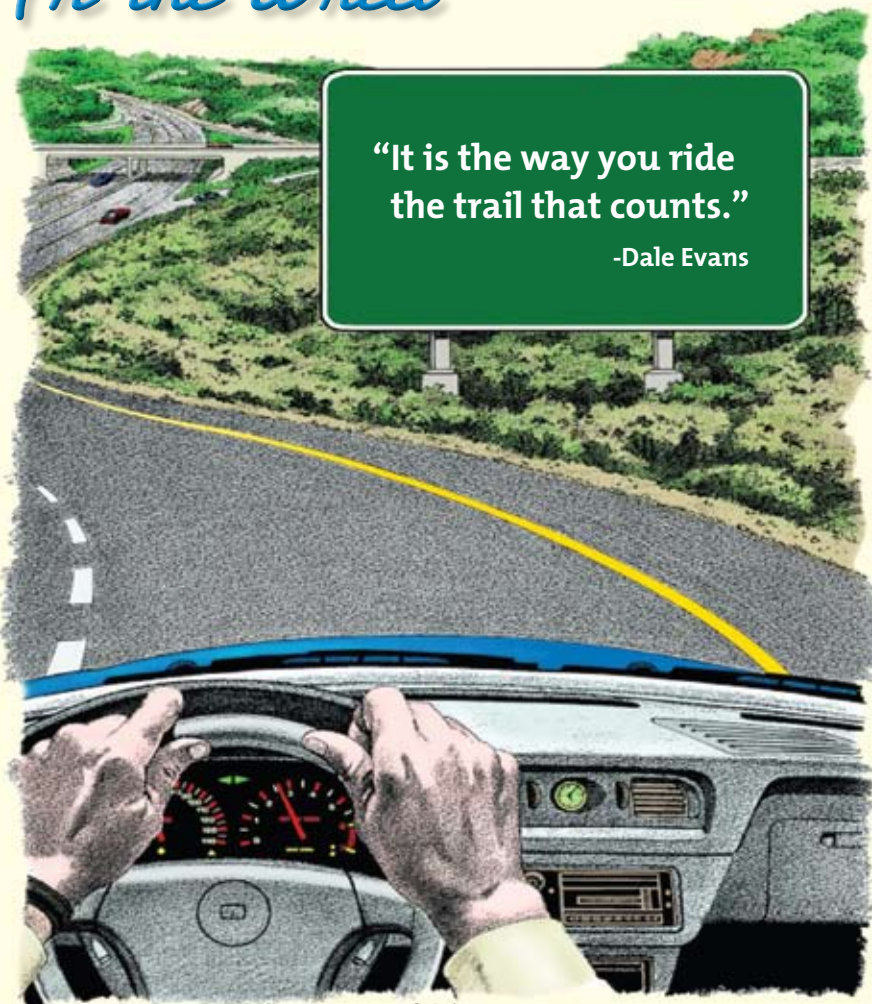


We are just getting started on the Service Route. We are about to go through the area where we will learn about the leadership and organization of the Office. The road is well-paved. Will write again soon.

At the Wheel

**"It is the way you ride
the trail that counts."**

-Dale Evans



Leading the Way



In November 1998, Michael K. Jeanes was elected to the office of the Clerk of the Superior Court by the voters of Maricopa County. He was re-elected to the Office in November 2002 to serve a second term, and in November 2006, to serve for a third four-year term.

DUTIES

As the Clerk, he is the official record keeper and fiduciary agent for Superior Court and is responsible for leading an organization of 690 employees, supporting 154 judges and commissioners, serving a constituency of more than four million, and leading an Office that serves one of the fastest growing and largest counties in the nation.

COMMITMENT

Michael strongly believes in providing high quality customer service. He discusses its importance at new employee orientation, meets monthly with employees to hear their ideas on how to improve service, communicates in person and via publications with those who interact with the Office, and offers comment cards at filing counters allowing customers to express their opinions about the service they received. A major step he is taking to improve service is implementing the Electronic Court Record. Achievements toward this goal are mentioned in this report.

SERVICE

Michael's desire to serve is also reflected in his professional and community involvement, which extends to membership in more than 20 local and national organizations. He is a former president of the Arizona Association of Counties and he currently serves on the Board of Directors for the National Association of Counties. Last year, he was appointed by Governor Brewer to the Governor's Information Technology Authorization Commission, and he was recently appointed by the Chief Justice of the Arizona Supreme Court to the Arizona Judicial Council.

EXPERIENCE

Prior to being the Clerk, Michael served as an Associate Clerk within the Office for nearly 11 years. Other positions he has held include Court Services Administrator and Management Analyst for Superior Court, and Management Analyst/Project Manager for Maricopa County.

EDUCATION

Michael was born in Chicago, Ill., but has lived most of his life in Maricopa County, AZ. He earned a Bachelor of Arts Degree in political science from Loyola University in Chicago, and a Master of Public Administration Degree from Arizona State University.

FAMILY

Michael and his wife, Jill have three sons and a daughter-in-law.

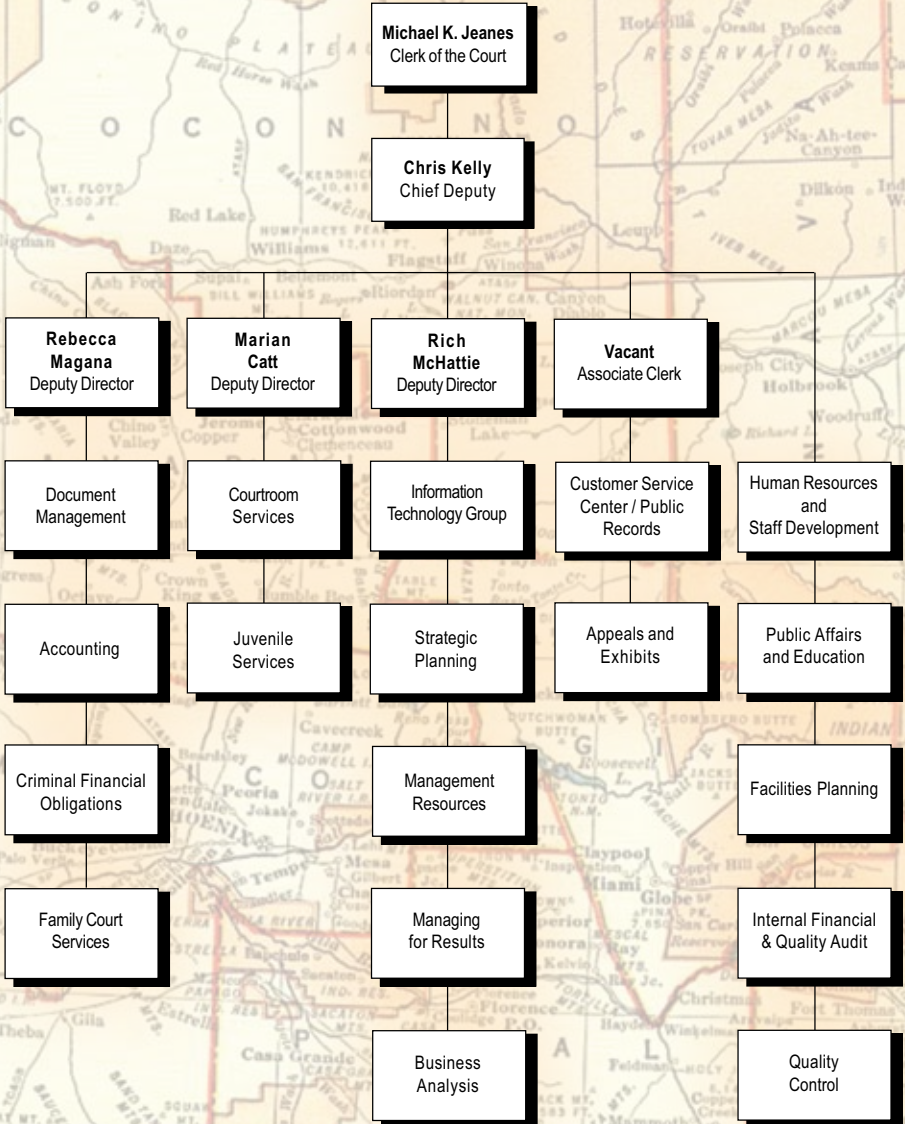
MICHAEL'S BUSINESS RULES FOR THE SERVICE ROAD

- Take the high road
- Go the extra mile
- Enjoy the journey
- Be courteous
- Have a good map
- Be driven
- Be observant
- Know the course ahead



A Road Map of the Office

ORGANIZATIONAL CHART CLERK OF THE SUPERIOR COURT'S OFFICE



Providing the Direction



Clerk of the Court Administrative Team: (from left): Richard McHattie, Deputy Director; Chris Kelly, Chief Deputy; Michael Jeanes, Clerk of the Court; Rebecca Magana, Deputy Director; and Marian Catt, Deputy Director.

CHRIS KELLY, Chief Deputy – Has served in the Office for the past five years. As Chief, she oversees the office's daily operations, including its staff of over 600 and an annual budget of more than \$40 million. Prior to joining the Office, Chris was the associate director of Valley Partnership. In addition, she has served in Arizona's Department of Agriculture and has worked in various media outlets. She has her master's and bachelor's degrees from Arizona State University.

MARIAN CATT, Deputy Director – Joined the office in 1985 and has held various managerial positions over the past 20 years. In her tenure with the Office, she has served in a leadership role on many office-wide initiatives resulting in the implementation of numerous process improvements. Marian oversees the Juvenile operations and Adult Courtroom Services at all Office locations.

REBECCA MAGANA, Deputy Director – Joined the Office in January 2010. Prior to joining the Clerk's Office, Rebecca held positions in the private sector as Director of Operations for a Fortune 500 financial operations service provider, Senior Manager in the Finance Division of the nation's 3rd largest telecommunications company, as well as leadership roles in manufacturing, financial institution, and retail entities.

RICHARD MCHATTIE, Deputy Director – Before joining the Office in 2005, Richard spent eight years as a regional business development manager in the electric utility industry managing several vertical markets, including government and education. He also helped to launch a private company, operating in the U.S. and Canada, marketing an identification and recovery system for companion animals utilizing implantable microchip technology.



CLERK OF THE COURT:
KNOWN FOR GREAT SERVICE

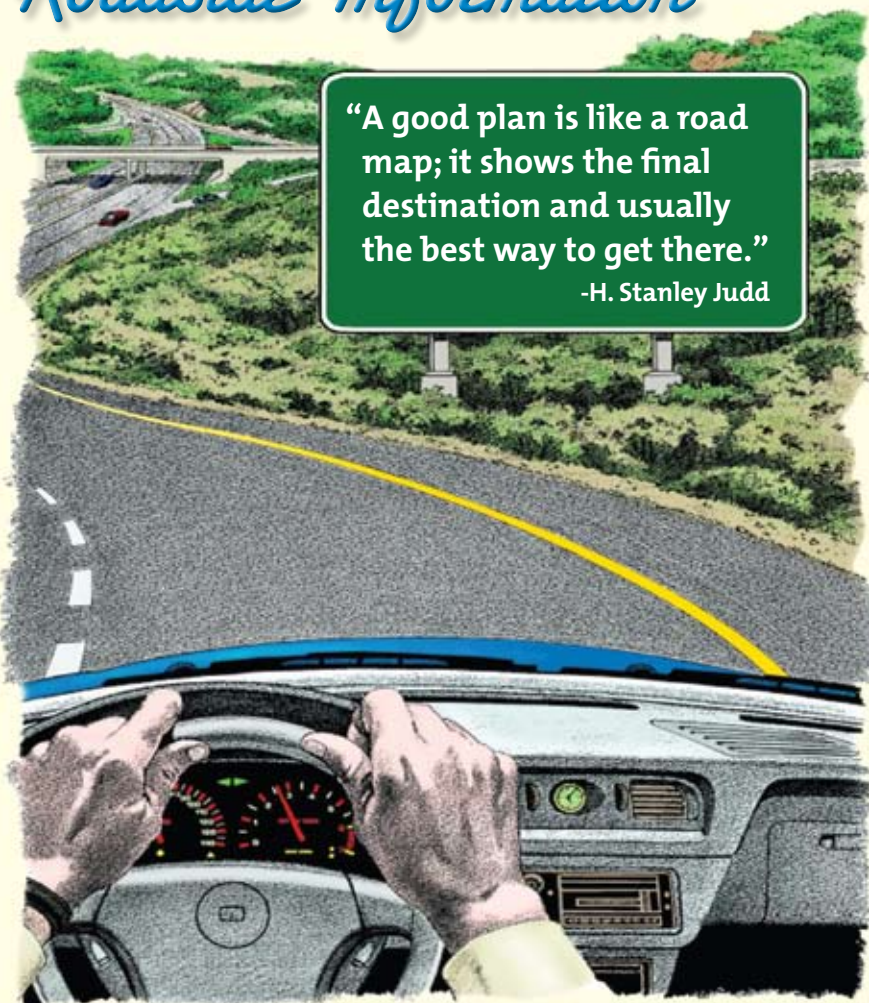


We are enjoying a smooth ride on the Service Route. The next area we will travel through provides an overview of the Office, including history, mission and strategic goals. The road is well-marked and easy to follow.

Roadside Information

"A good plan is like a road map; it shows the final destination and usually the best way to get there."

-H. Stanley Judd



Welcome to Clerk's Corner

HISTORY OF THE OFFICE OF CLERK

The Office of the Clerk has a long history. It is one of the oldest of public servants in existence and can be traced back more than a thousand years. In America, the Office of Clerk was one of the first forms of local government the early colonists established when they arrived in the new land.

Through the years, Clerks became a central part of government and a direct connection between citizens and their government. There are very few offices in county government that assist such a wide range of people.

In Arizona, the Clerk's Office was established by State Constitution to serve the citizens, legal community, and the Superior Court. The Office of the Clerk of the Court was created to be responsive to the public, mindful of the taxpayer, and independent of the court itself. The Clerk is an elected official, who serves as the official record-keeper of the Court and acts as a safeguard and processor of all monies collected.

THE PRESENT OFFICE

Today, Michael K. Jeanes, Clerk of the Superior Court, and his staff serve the nation's third largest county. The Office is dedicated to providing quality customer service and innovation. It is committed to being user-friendly and fiscally responsible. There are eight Office locations to serve the public. The Office and staff have received national and statewide recognition for their achievements.

FUNCTIONS OF THE CLERK'S OFFICE

The specific and special duties of the Clerk's Office are assigned by statute, the Arizona Supreme Court, and local and statewide court rules. The functions of the Clerk satisfy more than 500 state statutes and court rules. Among the Office's responsibilities are to:

- Provide public access to the records of the Superior Court, Maricopa County;
- Keep a docket;
- Attend each Superior Court session to record the actions of the court;
- Receive filings for Superior Court action in civil, criminal, mental health, probate, tax, family court matters, and juvenile, which includes delinquency, dependency, adoption, and severance cases;
- Collect and disburse court-ordered fees, fines, and victim restitution;
- Provide various family support services to the public;
- Receive, distribute, and preserve official court documents;
- Store exhibits for all court cases;
- Process passport applications; and
- Issue and record marriage licenses.

COMMUNITY IMPACT

Among the numerous officials and agencies the Office interacts with are: Arizona Legislature, Attorney General, County Attorney, County Board of Supervisors, County Sheriff, Department of Corrections, Department of Economic Security, Department of Public Safety, Probation and Parole departments, Public Defense Services, the federal courts, Arizona Supreme Court, Court of Appeals, Superior Court, and other county courts and justice agencies.

Welcome to Core Value Junction

Following are the Mission, Vision, and Strategic Priorities that lead the Clerk of the Superior Court's Office down the **Service Route**.

MISSION

The Mission of the Clerk of the Superior Court's Office is to provide progressive and efficient court-related records management and financial services for the justice system, legal community, and public so they have fair and timely access to accurate court records and services.

VISION

The vision of the Clerk of the Superior Court's Office is to anticipate, meet, and exceed the expectations of our customers.

STRATEGIC PRIORITY 1 - Electronic Court Record (ECR)

The Clerk of the Superior Court will adopt, maintain, and expand the utilization of the Electronic Court Record (ECR) as the official record for Adult and Juvenile case types.

STRATEGIC PRIORITY 2 - Financial Management

The Clerk of Superior Court, as the statutory fiduciary of the Superior Court, will implement and maintain financial processes that support a unified approach to eBusiness, and provide for the timely and accurate collection, disbursement, and reporting of court-ordered payments.

STRATEGIC PRIORITY 3 - Employee Development

The Clerk of Superior Court will foster high levels of employee satisfaction through the development and implementation of initiatives that address employee recruitment, training, development, and retention.

COMMITMENT

"Our Office is committed to excel in service, be fiscally responsible, innovative in our work, and have friendly, knowledgeable staff to assist our customers. We are dedicated to having a vision for the future and we desire to continually improve upon our efforts and so we welcome your comments."

— Michael K. Jeanes,
Clerk of the Superior Court,
Maricopa County, AZ



Welcome to Historic Point

Following are various interesting historic items about the Office.

Then



The Downtown Fileroom (located in the Central Court Building) in 1990.

Now



One of many aisles in the Downtown Fileroom (located in the Customer Service Center) today.



Accessing court records in the 1980s.



Accessing court records today.

REPORTED IN THE OFFICE ANNUAL REPORTS - 10 AND 20 YEARS AGO

IN 1989-1990 - An After-Hours Filing Window is opened to extend service for customers to file their documents from 6 p.m. to midnight, Monday - Friday.

IN 1999-2000 - External Filing Depository Boxes are installed in various Office locations that allow customers to file their documents 24 hours-a-day, seven days-a-week. These filing boxes replaced the need for the After-Hours Filing Window.

TOTAL ACTIONS FILED WITH CLERK'S OFFICE FROM 1871 - DEC. 31, 2009

3,823,068 (this number includes all case categories in the Case History Index with the exception of Juvenile Cases, the Water Case, and Marriage Licenses)

WHO HAS SERVED AS CLERK OF THE SUPERIOR COURT, MARICOPA COUNTY, AZ

YEAR FIRST ELECTED

1912 - W.E. Thomas

1914 - James Miller

1918 - C.S. Berryman

1926 - Walter Wilson

1962 - Robert Miller

1966 - W. Don Palmer

1982 - Vivian Kringler

1986 - Judith Allen

1998 - Michael Jeanes





CLERK OF THE COURT:
FAMOUS SMILES

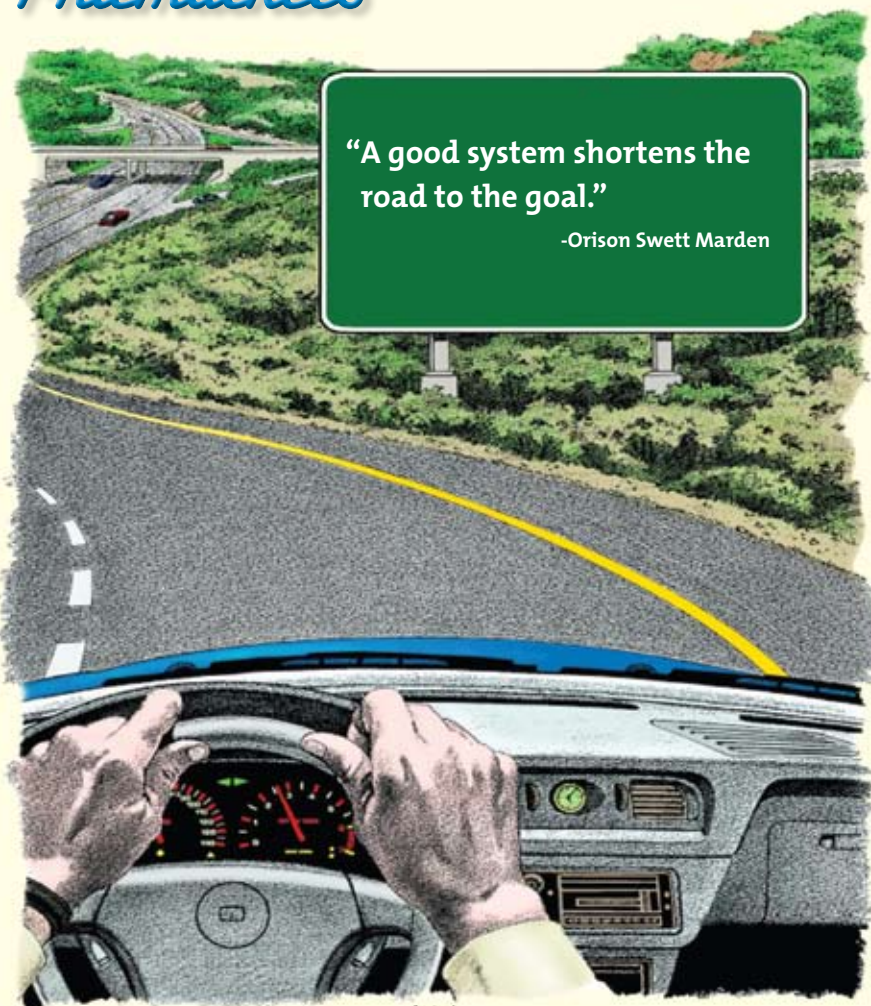


We are continuing to have a pleasant journey down the Service Route. We look forward to seeing the next area we are coming up to which will provide an assortment of interesting statistics. The road exceeds our expectations.

Milemarkers

"A good system shortens the
road to the goal."

-Orison Swett Marden



New Cases Filed

The Filing Counters are the starting point for the majority of Superior Court cases.

TOTAL NEW CASE FILINGS - FY 09/10 = 171,861

CRIMINAL CASES

2009 - 2010 = 44,278

2008 - 2009 = 39,291

2007 - 2008 = 43,913

JUVENILE COURT

2009 - 2010 = 18,060

2008 - 2009 = 19,053

2007 - 2008 = 19,576

FAMILY CASES

2009 - 2010 = 33,762

2008 - 2009 = 27,257

2007 - 2008 = 31,317

PROBATE / MENTAL HEALTH

2009 - 2010 = 9,058

2008 - 2009 = 9,025

2007 - 2008 = 9,735

CIVIL CASES

2009 - 2010 = 61,790

2008 - 2009 = 51,744

2007 - 2008 = 38,360

TAX CASES

2009 - 2010 = 4,913

2008 - 2009 = 2,695

2007 - 2008 = 1,347

Alternative Filing (ADULT CASE TYPES ONLY)

The Office has internal and external filing depository boxes to provide customers with an alternative to filing their documents at the filing counter. The external boxes are available 24 hours-a-day, seven days-a-week. The internal boxes are available 8 a.m. - 5 p.m., Mon. - Fri.

EXTERNAL BOX FILINGS

2009 - 2010 = 57,455

2008 - 2009 = 63,027

2007 - 2008 = 56,414

INTERNAL BOX FILINGS

2009 - 2010 = 269,984

2008 - 2009 = 249,551

2007 - 2008 = 179,418

Arizona General Stream Adjudication

The Arizona General Stream Adjudication is a lengthy series of proceedings designed to determine ownership of surface water rights in Arizona. Since Maricopa County has the largest number of potential claimants, the Clerk's Office is responsible for the record keeping for the entire adjudication process. Specifically, the Office maintains the claims and provides document access to litigants and the public.

- ▶ The Office maintains **85,202 claimants** related to the case
- ▶ Since its initiation in 1979, the case currently consists of **454 volumes** and **8,248 documents**



Minute Entries

A minute entry is a written record of court hearings and judges' rulings on cases.

TOTAL MINUTE ENTRIES (MEs) - FY 09/10 = 609,952

Adult = 533,882 Juvenile = 76,070

TOTAL MINUTE ENTRIES DISTRIBUTED - FY 09/10 = 2,515,867

eMailed for Distribution: Adult = 1,690,488 Juvenile = 338,969

Printed for Distribution: Adult = 374,414 Juvenile = 111,996



Minute Entry Electronic Distribution System (MEEDS)

MEEDS automates the entire court minute entry process for adult, non-confidential cases by sorting and electronically sending the entries from the courtroom clerk to the docket, website, and law firms. Previously, all minute entries were manually printed and either mailed or picked up at the Office.

ATTORNEYS ENROLLED IN MEEDS = 18,518

DAILY AVERAGE OF MEs DISTRIBUTED THROUGH MEEDS = 8,239

Distributed Electronically = 6,751

Distributed Via Paper = 1,488

Court Hearings Covered by Courtroom Clerks

Courtroom Clerks attend each Superior Court session to record the actions of the court.

TOTAL COURT HEARINGS COVERED - FY 09/10 = 396,838

Adult = 341,977

Juvenile = 54,861

Electronic Images

The Electronic Document Management Quality Control area is responsible to audit the electronic images. Electronic images are the paper documents the Office scans and converts to an electronic format and the electronic documents that law firms/ parties send to the Office.

Scanned Documents Audited - FY 09/10 = 2,763,216

Electronic Filings Audited - FY 09/10 = 167,693

Pages Counted and Verified as Scanned - FY 09/10 = 1,806,804



Total Restitution Monies Disbursed

The Criminal Financial Obligations Unit is responsible for the disbursement of all court-ordered financial sanctions, including restitution payments to victims of crime.

2009 - 2010 = \$8,711,962	2007 - 2008 = \$8,762,021
2008 - 2009 = \$8,692,845	2006 - 2007 = \$9,861,957

Total Funds Collected

The Billing/Deferral Unit establishes time payment accounts for persons who have filing fees deferred, jury fee judgments, fines, incarcerated persons who file cases, businesses with commercial accounts, and complex litigation cases that require additional fee amounts.

2009 - 2010 = \$2,487,891	2007 - 2008 = \$2,230,804
2008 - 2009 = \$2,354,222	2006 - 2007 = \$1,943,931

Child Support/Spousal Orders of Assignment Mailings

Support Finance's responsibilities include processing Orders of Assignment. The Orders of Assignment are sent to the obligor's employer, who is required by law to withhold, modify, or terminate withholding support money from their employee's wages. The withholdings are directed to the Support Payment Clearinghouse, which distributes them to the obligee.

2009 - 2010 = 29,101	2007 - 2008 = 24,907
2008 - 2009 = 30,076	2006 - 2007 = 26,332

Monies in Trust

The Office is responsible for holding certain funds in trust for the Court (such as appearance bonds, cost bonds, funds deposited for a preliminary injunction, eminent domain funds, and funds deposited for a temporary restraining order). The funds are released from the Trust pursuant to an order of the court.

- ▶ Accounts established in the Trust Account - FY 09/10 = **5,489**
- ▶ Total amount of the accounts established - FY 09/10 = **\$88,187,844.31**
- ▶ Funds released from Trust - FY 09/10 = **\$42,332,337.79**

Marriage Licenses and Passport Applications

The Clerk of the Court's License Services sections, along with several City and Justice Court offices (deputized by the Clerk of the Court) issue marriage licenses. License Services also acts as an acceptance agent for passport applications.

MARRIAGE LICENSES ISSUED

2009 - 2010 = 19,651

2008 - 2009 = 23,885

2007 - 2008 = 24,573

PASSPORTS APPLICATIONS PROCESSED

2009 - 2010 = 41,162

2008 - 2009 = 35,657

2007 - 2008 = 45,727



Recording Services

The Recording Services area records all marriage licenses for Maricopa County and provides certified copies of marriage licenses when requested.

MARRIAGE LICENSES RECORDED

2009 - 2010 = 22,754

2008 - 2009 = 22,386

2007 - 2008 = 23,442

CERTIFIED COPIES OF MARRIAGE LICENSES

2009 - 2010 = 13,232

2008 - 2009 = 15,260

2007 - 2008 = 15,040

Exhibits Processed and Released (ADULT AND JUVENILE COURT)

The Exhibits Department is responsible to receive and store exhibits, transcripts, and depositions for all case categories. The classified materials retained include sealed files, medical records, mental health files, protected addresses, and grand jury materials.

2009 - 2010 = 126,847

2008 - 2009 = 143,840

2007 - 2008 = 155,775

2006 - 2007 = 160,310

Appeals Filed

The Appeals area processes the incoming appeals that are filed with the Office.

2009 - 2010 = 1,461

2008 - 2009 = 1,468

2007 - 2008 = 1,374

2006 - 2007 = 967

Number of Images Filmed

Micrographics films court case files for permanent retention according to State of Arizona archival standards.

2009 - 2010 = 38,593



Customers Served

The Customer Service Center, located in Downtown Phoenix, provides services for customers to obtain a marriage license, apply for a passport, and access court records.

- ▶ Customers Served = 711,065

The Star Call Center is responsible for answering and routing the Clerk of the Court's telephone calls.

- ▶ Customers Assisted = 224,075

The Customer Information Center assists the public with information and/or directions when they visit the court.

- ▶ Customers Assisted = 178,138

Documents and Space Saving

On January 1, 2007, the Office made a historic change in how it handles the enormous amount of documents it receives. The paper documents (approximately 12,000 daily at that time) were no longer placed into a hard copy file (adult cases only) and stored on a shelving unit in the fileroom. Instead, the paper documents received were scanned, audited, and disposed of after a series of quality checks. The electronic image (stored in an electronic repository) became the official court record.

- ▶ 2,336,460 documents (consisting of 5,585 boxes) were disposed this year
- ▶ These disposals eliminated the need for approximately 155 shelving units of storage space

Process Server Program

In 2002, the Office began monitoring the certification of private process servers in Maricopa County. Among the responsibilities of this function are processing the applicants initial and renewal applications, administering tests to initial applicants, and maintaining the database of registered process servers.

- ▶ 508 process server applicants tested
- ▶ 87 process server application renewals processed

Other Interesting Office Statistics

- ▶ The Office processes an average of \$476,905.10 in monies daily.
- ▶ The Office processes an average of 14,753 documents (for adult and juvenile court) daily.
- ▶ An average of 35,300 pieces of paper (for adult and juvenile court) are filed with the Office daily.
- ▶ The Office receives an average of 1,500 phone calls daily.
- ▶ An average of 130 questions/requests per month are received through the website email address: cocustomerrelations@mail.maricopa.gov



CLERK OF THE COURT:
HOME OF AN ALL-STAR STAFF

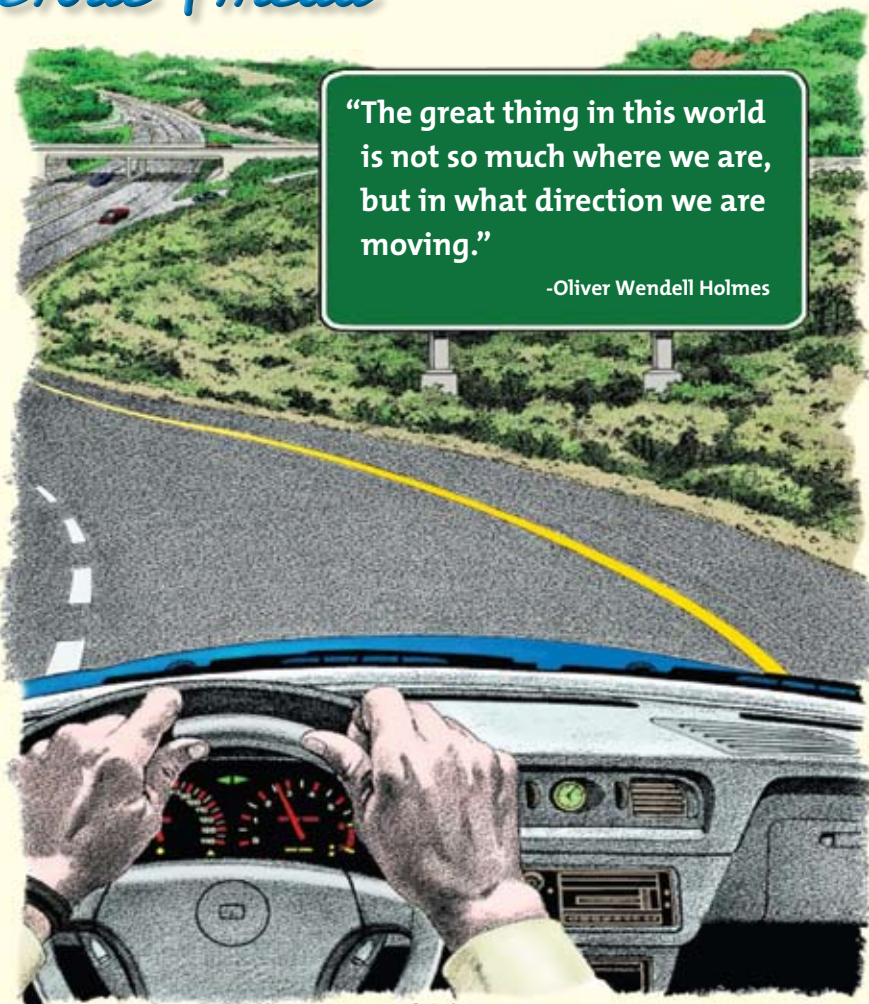


We are learning a lot of interesting things along the Service Route. We are about to enter the territory that provides information about the Office's major electronic initiatives. We see that the Service Route is enjoyed by many others.

eTour Ahead

"The great thing in this world
is not so much where we are,
but in what direction we are
moving."

-Oliver Wendell Holmes



e-lectric Avenue

A quick jaunt down the road of the Office's major electronic initiatives:



SITE: ELECTRONIC REPOSITORY

DESCRIPTION: Location of the Office's electronic court records (ECR).

HIGHLIGHTS: More than **216,800** paper documents filed with the Office each month are scanned, converted to electronic format, and stored in the electronic repository. This year, **3,364,033** documents were added to the repository. Currently, the repository contains more than **25,000,000** images. **Thirty-five** government agencies have been granted access to the repository.

SITE: eFILING

DESCRIPTION: Allows attorneys/self-represented parties to electronically file documents from their computer rather than travel to the Office's filings counter.

HIGHLIGHTS: The Office received **252,453** efilings this year. eFiling is available in **all Criminal, Civil divisions**, and in **six Family Court divisions**. eFiling allows judges, parties, and the public (where permissible) to view a case simultaneously and it increases the speed and accuracy of case processing.

SITE: PUBLIC ACCESS TERMINALS

DESCRIPTION: Allows customers to view the Office's ECR from a monitor and select the pages they desire copies of. The terminals replace the manual process of having staff pull the hard copy files for customers to view the court documents.

HIGHLIGHTS: Public access terminals are located at the Customer Service Center (**31 terminals**), and the Offices at Southeast (**10**), Northeast (**6**), and Northwest (**4**). Customers can view the ECR as follows: probate cases from 1997 forward (and active cases from 1994 - 1997) and all other Adult case types from 2002 forward.

SITE: ECR ONLINE

DESCRIPTION: Allows attorneys/pro pers (self-represented parties) to use the internet to register and view the documents of their case(s).

HIGHLIGHTS: There are **6,591 attorneys and 3,092 pro pers** registered in ECR Online. Prior to ECR Online, attorneys/parties to a case had to visit the Office to view the hard copy file or view the case electronically on a public access terminal.

SITE: eFILE TRAINING

DESCRIPTION: Monthly eFiling classes and on-site eFiling demonstrations offered to law firms and legal support staff.

HIGHLIGHTS: More than **800 individuals** participated in the training course this year. Class information is available by calling 602.506.2171.



CLERK OF THE COURT:
LOCATION OF INNOVATION

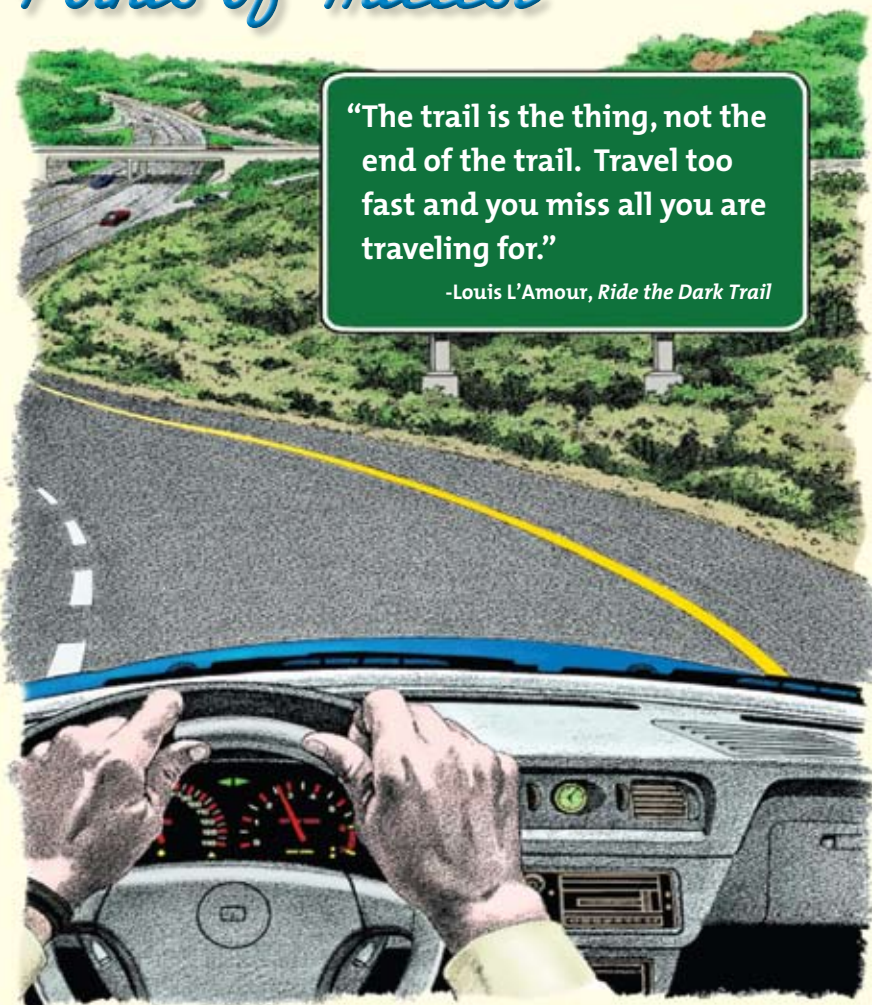


This trip on the Service Route is very memorable. The stretch that provides a variety of Office highlights is coming up and so we are looking forward to that scenery. The road is well-designed for pleasant traveling.

Points of Interest

"The trail is the thing, not the end of the trail. Travel too fast and you miss all you are traveling for."

-Louis L'Amour, *Ride the Dark Trail*



The Ave News



This way to discovering some of the Office's new programs/services:

SITE: NEW RECEIPTING SYSTEM

Points of Interest: The Office built and implemented a new receipting system for itself, Superior Court, and Adult Probation that provides several new benefits. The system, which has been planned for several years, offers new features for staff that make it is easier to generate reports, acquire statistical information, and offer increased functionality. The new system provides added detail for customers and was also designed to expand for future capabilities. Since the new receipting system began on Sept. 14, 2009 to the end of the fiscal year, there were **639,780** payments made and the receipts totaled **\$96,633,995.18**. The Clerk's Office issues receipts at all filing counters, public counters, as well as marriage license and passport offices.

SITE: NEW COURT-TO-COURT PROGRAM

Points of Interest: The efficiency and speed of transmitting a record on appeal from the Clerk's Office to Division One of Arizona's Court of Appeals was significantly improved through a new electronic program called Court-to-Court (C2C). C2C transmits the complete record on appeal in Probate and Family Court cases electronically in a matter of seconds between the two courts, replacing a process where the documents were manually gathered, copied, and then delivered by courier to the Appellate Court. Since the implementation of the C2C in August, the Office has transmitted the records on appeal for nearly **200** cases. The new program has saved a considerable amount in time for staff in producing the record on appeal and further helped reduce operational costs.

SITE: NEW RESTITUTION RESOLUTION

Points of Interest: The Clerk of the Court and County Attorney developed a program that helps solve an issue for numerous victims of crimes not receiving their court-ordered restitution. With the Clerk's Office holding more than \$3 million in pending restitution funds for victims that it is unable to disburse due to not having the correct addresses (as they may have moved and did not provide updated contact information), and the County Attorney having internal investigative resources and additional databases that the Clerk's Office does not have to locate current addresses, the two offices joined forces to address the problem. In the first week of their collaborative efforts, the office's located **76** victims who had restitution owed to them. The Offices hope to locate more than **4,000** victims who are owed money.



HISTORICAL MARKER The Marriage License and Passport Offices issued a new daily record **156 marriage licenses** on Feb. 12. Traditionally, Valentine's Day or the Friday before Valentine's Day (if the holiday is on a weekend day) is the busiest day of the year for the Office. The previous record was 143 on Feb. 13, 2004.

Information Lane



The lane for a listing of the Office's information resources:

SITE: STRATEGIC PLAN 2010 - 2012

Points of Interest: A 2010 - 2012 *Strategic Plan* for the Clerk of the Court's Office was published this year. The plan provides the Office's strategic direction for the future and outlines the significant goals to support its mission. The plan identifies the issues facing the organization and the specific measures that will be taken to address those issues. The plan is available on the Office's website at: www.clerkofcourt.maricopa.gov.

SITE: WEBSITE (WWW.CLERKOF COURT.MARICOPA.GOV)

Points of Interest: New informational sections were added and improvements made to the Clerk's website this year to better serve users. Several changes included: a new section called "eGovernment" that provides links to all of the Office's electronic services; a new section called "Newsflashes" that provides the latest news pertaining to the Office/Court; a new section called "What's New" that provides information on new programs and publications; and a new link called "Out-of-County Filing" to assist customers who are outside of Maricopa County with their filing needs. The website's overall design was also modified to enhance the website's appearance.

SITE: TWEETS

Points of Interest: The Office periodically distributes informational messages known as "tweets" through the networking website, Twitter. To stay informed about Office news through this communication tool, a person may register for a free Twitter account at: <http://twitter.com/MichaelKJeanes> or view the messages from the Clerk's website without creating a Twitter account by clicking on the "Twitter" icon.

SITE: FACEBOOK

Points of Interest: The Office maintains a page on Facebook to provide updates about important issues. To access Office information using this communication method go to www.Facebook.com and search for "Michael K Jeanes" or view the Facebook page from the Clerk's website by clicking on the "Facebook" icon.

SITE: OTHER INFORMATIONAL RESOURCES

Points of Interest: The Office distributes a monthly newsletter (available through email subscription) called *The Brief* that provides news and information specifically for the legal community. For information about *The Brief*, call 602.506.3676. The Office produced an updated *Directory of Services* this year that provides office contact information. The directory is available at the public counters.

INFORMATION PLEASE Customers who have questions or need information about a specific service, may contact the Office at 602.506.3676 or send their inquiry by using the Office's email address at: cocustomerrelations@mail.maricopa.gov.



Business Course



The course to go down for court business-related news:

SITE: MINUTES ENTRIES

Points of Interest: In an effort to follow the Supreme Court's directive to create efficiencies and move toward electronic business, the Office began distributing all minute entries for both adult and juvenile cases to attorneys via email in October. Minute entries on sealed cases and notices from Court Administration are the only minute entries that continue to be sent via first class mail.

SITE: SUBPOENAS ONLINE

Points of Interest: After a successful pilot program in Maricopa County, the State Bar of Arizona was authorized by Supreme Court rule to issue civil subpoenas online on behalf of the Clerk of the Superior Court. Rather than having the Clerk issue a subpoena during regular business hours, licensed attorneys in good standing may have a subpoena issued through the State Bar's website, 24 hours-a-day, seven days-per-week. This service is available for use in all Arizona counties.

SITE: FAMILY COURT RULE 43

Points of Interest: The Superior Court in Maricopa County implemented a procedure to keep new Family Court (FC) filings non-public for the first 45 days after filing. In the first 45 days of a FC filing, parties and attorneys will have access to case information, but the general public will not have access until the time limitation expires. This limited restriction of access to records in initial FC cases has been discussed for years in response to domestic violence and other safety and privacy concerns. Clerk representatives now verify identity before providing information related to cases and filings within the first 45 days.

SITE: FILING REQUIREMENT

Points of Interest: In March, filings that initiated a new Family Court Case and the Initial Response on New Family Court Case were required to begin including an updated Confidential Sensitive Data Coversheet. The Sensitive Data Coversheet is available on the Office website at: www.clerkofcourt.maricopa.gov under [Court Forms / eForms on Demand / Form 414 or 415](#) (depending on parental status).

SITE: CERTIFIED COPIES

Points of Interest: In February, Family Court Services began providing certified copies of court orders on Family Court cases at their Window 10 in the Central Court Building. To obtain the service, the documents must be available online and the customer must know the specific document they need, otherwise this service may be obtained at the Customer Service Center.



A NEW ROAD IN LIFE In November, the Office participated in the Court's National Adoption Day Event. There were 12 calendars, 38 judges and commissioners presiding, 13 courtroom clerks covering hearings, and two Office staff issuing certified copies of final orders of adoption for the adoption of a record-setting 278 children.

Inside Track



The track to follow for news within the Clerk of the Court's Office:

SITE: BUDGET ACTION

Points of Interest: Over the course of the fiscal year, the Office agreed to reduce its General Fund budget by 3.95% to assist in balancing the county budget. Beyond these budget reductions, the Office reduced expenditures in the General Fund by an additional 5.24% both by using alternate revenue sources and capitalizing on efficiencies to reduce costs and maintain position vacancies while the county's financial outlook improves.

SITE: LEGISLATION OVERVIEW

Points of Interest: In the 2010 Arizona legislative session, the Arizona Clerks proposed and the Governor signed HB2112, a cleanup bill, moving the authority to produce an abstract of marriage in lieu of reproducing a copy of a marriage license from Title 12 (Courts and Civil Proceedings) to Title 25 (Marital and Domestic Relations). This technical change places the statute in a more logical location and clarifies specific language entered on the records. Other signed bills added reporting, record-keeping, and access requirements to the Clerks' mandates in administration and in civil, criminal, probate, juvenile and family court case types.

SITE: NEW LOCATION

Points of Interest: Clerk of Court staff from the Downtown and Glendale Regional Court Centers (RCC) moved into the newly, remodeled office area in the lower level of the Central Court Building. In addition, the Downtown RCC and Glendale RCC were consolidated into one office. The Clerk of Court staff members who moved join several other agencies, who also relocated to the floor including the County Attorney, Public Defender, and Adult Probation.

SITE: FOREIGN DIGNITARIES

Points of Interest: Three Japanese court dignitaries toured the Office this year to learn about its operations. One of the visitors was a judge, who was in a program that provides foreign judges opportunities to gain an understanding of the American judicial system.

SITE: PROFESSIONAL CERTIFICATION

Points of Interest: **Thirty-two** employees graduated from the Training Division's "Professional Certification Series" that offers specialized training to employees in three areas: training, professional development, and leadership. In addition, Training offered a total of **437** courses/sessions to staff to further their knowledge and skills of the court, county, government, and work environment issues. Employees are required to take eight hours of continuing education each year.

THE EXTRA MILE Clerk staff is not only dedicated to their work, but to the community they work in. Here's how... staff donated **\$4,587** to the County's Charity Campaign, which assists non-profit agencies; **681** pairs of socks and **403** pairs of shoes for the homeless; and **364** new toys for children during the holiday season.



The High Road

An information highway for details about the Office's awards/honors:



SITE: CUSTOMER SERVICE CENTER

Points of Interest: The Customer Service Center was selected for the "Best Government Customer Service" award in the *New Times* (a weekly publication) annual "Best of ..." issue. The publication said the CSC staff are "attentive, efficient, helpful, and smile easily." The Maricopa County Board of Supervisors recognized Michael Jeanes and the CSC staff at a formal meeting for their achievement in being recognized for service excellence.

SITE: ANNUAL REPORT

Points of Interest: The Office's 2008-2009 Annual Report ("The Academics of Service") was honored by the National Association of County Information Officers (NACIO) and the International Association of Business Communicators (IABC). NACIO bestowed an "Award of Excellence" on the report in a communications competition among the nation's county governments. IABC presented the report with an Award of Merit in a competition among Arizona businesses and organizations.

SITE: SERVICE RECOGNITION

Points of Interest: The names of three former Clerk employees were placed on Maricopa County's Pillar of Service, which is located on the Central Court Plaza. Each year, the County places the names of employees who have retired after 30 or more years of service on the special pillar. The combined experience of these three employees was 99 years. In addition, the Board of Supervisors recognized one current Clerk employee for her 35 years of service at a special service awards ceremony. At present, the Office has six employees with 30 or more years of service.

SITE: EMPLOYEE RECOGNITION

Points of Interest: More than 100 employees and several staff teams were recognized this past year for their exemplary service through the Office's annual employee recognition program called "Celebrating and Saluting Employees" (CASE). Employees were recognized in four different categories: Excellence, Customer Service, Leadership, and Teamwork. The award-winning staff received a special certificate and had their names printed in the newsletter.

EXIT

GOING THE DISTANCE Following are only a few public comments that were received this year regarding the service of Clerk of the Court staff:

•Felt very welcome •Extremely pleased at how I was treated •Very efficient, helpful and friendly experience •Extremely informative •Thank you for all the smiles and great attitudes •Went out of the way to be helpful, kind, and caring •Could not have asked for nicer more efficient folks •Great service and courtesy •Went above and beyond •Extremely thorough •Friendly and fast •Best ever



CLERK OF THE COURT:
FRIENDLY FACES & PLACES

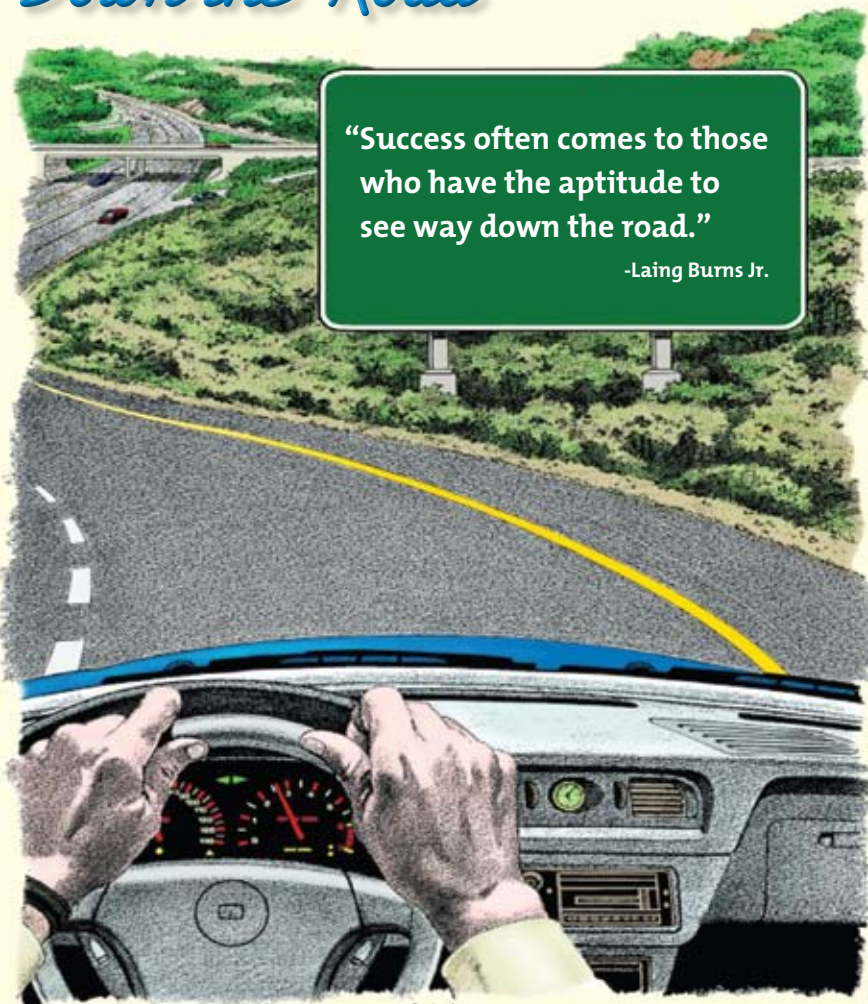


The drive on the Service Route has been very worthwhile. Coming up is an overlook that will give us a great view of some of the future plans the Office has. The road was designed with foresight to accommodate the needs of the future.

Down the Road

"Success often comes to those
who have the aptitude to
see way down the road."

-Laing Burns Jr.



Down the Road

SITE: CRIMINAL COURT TOWER

VIEW: In 2007, the Maricopa County Board of Supervisors approved the construction of a new 16-story Criminal Court Tower in Downtown Phoenix. The \$340 million facility is being built on the southwest corner of Madison and First Avenue. The courthouse is designed to improve efficiency and meet the rapidly growing needs of the justice system. The fully built-out plans for the facility include 32 criminal courtrooms, Clerk of the Court criminal operations, including evidence storage, a jury assembly room, Criminal Court Administration, Adult Probation, County Attorney, Public Defender, program services and secure holding cells. The Criminal Court Tower will be an energy efficient building. More information about the project is available at: <http://www.maricopa.gov/courttower/>

The new 695,000 square-foot Criminal Court Tower is expected to open in 2012.



SITE: REMODELING WORK

VIEW: The Clerk of the Court's Office is currently working on remodeling plans with the County Facilities Management Department and the Superior Court for the Clerk's office space in the Central and West Court Buildings. After 30 years of the Clerk occupying the area, the space will be redesigned to better accommodate customers, increase efficiencies, streamline operations, and improve working conditions. Several areas will be impacted by the remodeling work including the Filing Counters, Courtroom Clerks, Docket, Distribution, Electronic Document Management, and Financial Systems staff, among others. The remodeling project is expected to begin in 2011 and be completed in 2012.

SITE: STATEWIDE eFILING

VIEW: The Arizona Supreme Court and Administrative Office of Courts are testing and expanding the capabilities of AZTurboCourt, the vendor-supported product that will act as one portal for electronic filing in all Arizona state courts. As it is implemented in phases, eFiling system users will transition from the Clerk's eFiling Online website to AZTurboCourt.gov. AZTurboCourt currently allows eFiling of subsequent (not case-initiating) documents in the civil case type in the Superior Court in Maricopa County before becoming available in other case types and in other jurisdictions. Specific implementation dates for other jurisdictions and case types have not been announced.

SITE: TAG

VIEW: On the back of this annual report is a colored icon that is a new technology called Tag. Tag is an application that enables the camera eye of a smartphone to read the tag and instantly transport the user to a website, call a phone number, or receive a text message, among other things. The Office is exploring the idea of other uses of Tag including posting Tags around the Office to assist customers.



CLERK OF THE COURT:
VISITOR'S WELCOME

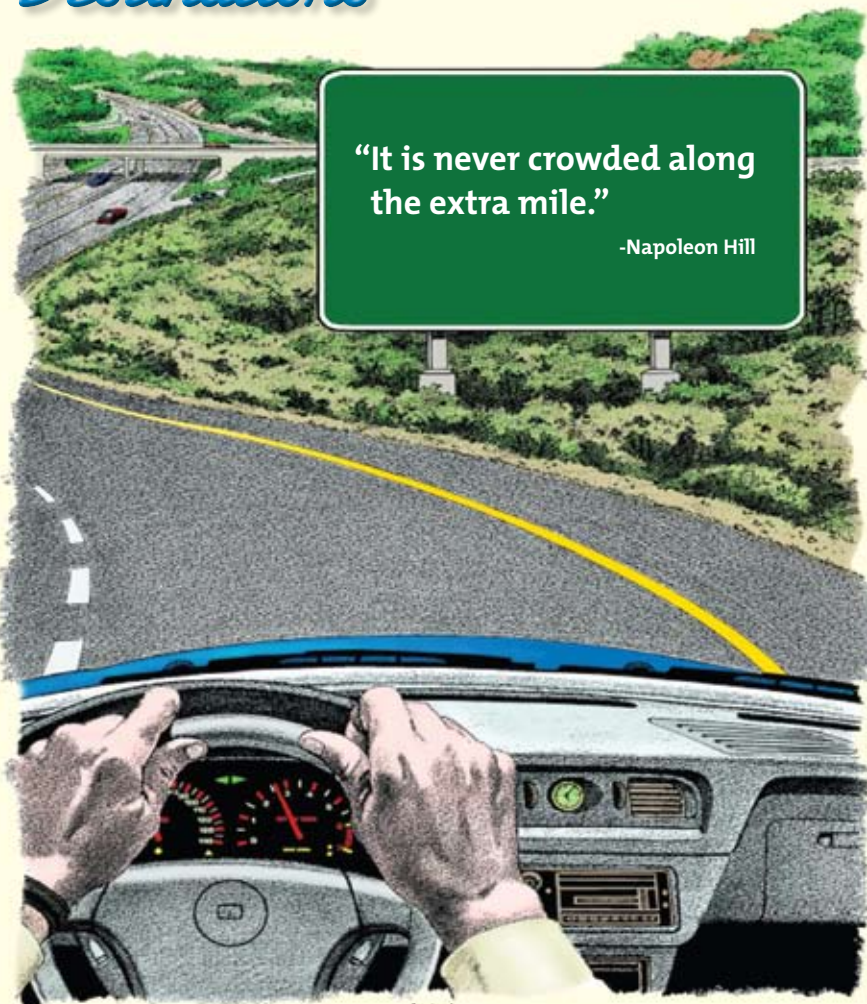


Having great time on Service Route. Heading into an area where the Office's locations and contact information are provided. Journey is nearing an end. Highly recommend you travel this road and see it for yourself.

Destinations

**"It is never crowded along
the extra mile."**

-Napoleon Hill



Service Stations - phone numbers and addresses

CUSTOMER SERVICES

CENTRAL COURT BUILDING, 201 W. JEFFERSON STREET (PHOENIX)	602.506.3360
CUSTOMER SERVICE CENTER, 601 W. JACKSON STREET (PHOENIX)	602.506.3360
FAMILY COURT SERVICES	602.506.3762
AUTOMATED SUPPORT LINE	602.506.1900
NORTHEAST REGIONAL CENTER, 18380 N. 40TH STREET (PHOENIX)	602.372.7720
NORTHWEST REGIONAL CENTER, 14264 W. TIERRA BUENA (SURPRISE)	602.372.6530
OLD COURTHOUSE, (PROBATE COUNTER) 125 W. WASHINGTON (PHOENIX)	602.506.3763
SOUTHEAST REGIONAL FACILITY, 222 E. JAVELINA AVENUE (MESA)	602.506.2127

JUVENILE COURT SERVICES

SOUTHEAST FACILITY, 1810 S. LEWIS (MESA)	602.506.2850
DURANGO FACILITY, 3131 W. DURANGO (PHOENIX)	602.506.4041

MARRIAGE LICENSES & PASSPORT APPLICATIONS

CUSTOMER SERVICE CENTER, 601 W. JACKSON (PHOENIX)	602.506.7400
NORTHEAST REGIONAL CENTER, 18380 N. 40TH STREET (PHOENIX)	602.372.7720
NORTHWEST REGIONAL CENTER, 14264 TIERRA BUENA (SURPRISE)	602.372.6530
SOUTHEAST FACILITY, 222 E. JAVELINA AVENUE (MESA)	602.506.2125

MARRIAGE LICENSES — JUSTICE COURTS

AGUA FRIA, 9550 W. VAN BUREN (TOLLESON)	623.936.1449
ESTRELLA MOUNTAIN, 100 N. APACHE, #C (BUCKEYE)	623.386.4289
HASSAYAMPA, 155 N. TEGNER, STE. D, (WICKENBURG) (FRI. ONLY)	602-506.1554
IRONWOOD, 209 E. PIMA (GILA BEND)	602.506.1589
MARYVALE, 4622 W. INDIAN SCHOOL #10 (PHOENIX)	623.245.0432

MARRIAGE LICENSE ONLY — CITY COURT

YOUNGTOWN CITY COURT, 12033 ALABAMA AVENUE	623-972-8286
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MARRIAGE LICENSE/PASSPORTS — CITY CLERK

CHANDLER CITY HALL, 55 N. ARIZONA PLACE, #203.	480.782.2176
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OTHER SERVICES

SUPPORT PAYMENT HISTORY	602.506.7444
SUPPORT PAYMENT HISTORY FAX BACK	602.506.4755
FAX-ON-DEMAND	602.506.0034
LONG DISTANCE FAX-ON-DEMAND	1.866.506.0034




Office Maps and Locations

DOWNTOWN PHOENIX OFFICE LOCATIONS

<<< Washington St.		Old Courthouse	
>>> Jefferson St.			
7th Ave.	6th Ave.	5th Ave.	Downtown Court Complex
		3rd Ave.	
Madison Downtown Justice Center		4th Ave.	1st Ave.
Customer Service		Jackson St.	

SOUTHEAST OFFICE LOCATIONS

U.S. 60		Corry Rd.	
		Mesa Dr.	
Southeast Juvenile		Street A	Javelina Rd.
Lewis St.		Baseline Rd.	

NORTHEAST OFFICE

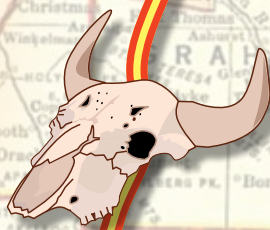
Loop 101		Union Hills Dr.	
N. 32nd St.		N. 40th St.	
Route 51		N. Tatum Blvd.	
E. Bell Rd.		Northeast Court	

NORTHWEST OFFICE

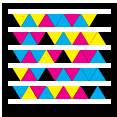
Bell Rd.		Statler Blvd.	
Northwest Court		Tiera Buena	
Surprise Center Blvd.		Greenway Rd.	

DURANGO JUVENILE OFFICE

Buckeye Rd.		I-17	
Durango Rd.		27th Ave.	
Lower Buckeye Rd.		Juvenile Court	



Happy Trails



Get the free mobile app at
<http://gettag.mobi>

Additional copies of this annual report and/or other
informational material are available by sending an email to:
coccustomerrelations@mail.maricopa.gov
Please visit our website at:
www.clerkofcourt.maricopa.gov